



DELHI JAL BOARD, GOVT. OF N.C.T. OF DELHI
DEPUTY DIRECTOR(LABOUR WELFARE),
'B' BLD.,VARUNALAYA, KAROL BAGH,
NEW DELHI-05.

E.Mail.I.D. lwodjb@gmail.com

Ph.No.&23678380&81&82 Extn.-253, 254

Office Order No:-02

Date:- 11.02.2026

CIRCULAR

Subject: Mandatory Protocols for Immediate Reporting and Management of Road Accidents Involving Hired Vehicles/ tankers/ machinery equipments.

To ensure accountability and swift administrative response in the event of an accident/ incident involving vehicles engaged or hired for Delhi Jal Board duties, the following protocols are hereby issued for strict compliance:

- 1. Immediate Reporting Protocol:** In the event of any accident, the officer in charge must ensure the following immediate actions: -
 - The incident must be reported with accurate facts immediately on the same day to the Chief Executive Officer (CEO), Member (Admn.), Director (A&P), and the Labour Welfare Office, DJB.
 - The incident must be reported immediately to the nearest Police Station to obtain a copy of the First Information Report (FIR).
 - Immediate medical aid must be provided to the injured person.
- 2. Administrative Action & Public Information:**
 - The reported facts should be brought to the notice of the CEO, DJB, Member(Admn.), and Director (A&P) to decide further course of action.
 - A press note containing all accurate facts in the form of press release of the incident should be issued by the department on the same day of the accident to ensure transparency.
- 3. Labour Welfare Officer's Mandate:** The Labour Welfare Officer shall compliance of the following instructions :-
 - To issue an immediate notice to the Tanker Owner/Contractor/officer concerned for necessary action regarding compensation.
 - To coordinate all legal proceedings and to ensure that the owner fulfils their vicarious liability as per the Motor Vehicles Act.
 - The Contractor/Owner shall remain solely and exclusively responsible for any and all claims, damages, liabilities, or legal proceedings arising out of or in connection with the incident/accident. The Contractor/Owner further undertakes to fully indemnify, defend, and hold harmless the officers of the Delhi Jal Board (DJB) against any losses, expenses, or legal consequences resulting the refrom.

4. Compliance & Liability:

- The name & contact person of the firm & capacity of tankers should be mentioned on tankers/vehicles/ machinery equipment with bold letters.
- The tanker should not have any leakage from its body or any valves.
- All mandatory certificates of vehicle like registration, insurance, road permit, fitness etc. should be available.
- The vehicles must be fit for operation in Delhi & NCR region in line with the order of Hon'ble NGT.
- The Driver should have valid Driving license of heavy vehicles and minimum 2 year driving experience in Delhi NCR
- In case of any accident inside or outside the plant the contractor shall be the only responsible for the same and he will bear the entire cost of any damage.
- Installation of proximity sensors and 360-degree cameras to alert drivers of pedestrians in "dead zones."
- Mandatory installation of speed-limiting devices (Speed Governors) to ensure vehicles do not exceed safe limits (i.e.25Km/hr) within city areas, residential zones & school vicinities etc.
- It is mandatory for all drivers to undergo specialized training for safe navigation in congested areas and pedestrian awareness. Their working hours shall be controlled to prevent exhaustion. Any instance of intoxication will invite strict disciplinary action under a zero-tolerance policy.
- Fitting of side underrun guards to prevent pedestrians or cyclists from falling under wheels.
- It is mandatory that all tankers carry a First Aid Medical Kit to ensure immediate response in case of medical emergencies.
- All vehicles must be fitted with reflective flicker tapes to enhance visibility during night operations and low-light conditions.


CE (Maintenance)-II shall ensure that all tankers/ vehicle and machinery equipment are maintained in proper working condition and fit for operational use as per Govt. norms.

All Heads of Offices shall ensure unwavering adherence to the above instructions and are directed to bring these instructions to the notice of all concerned for meticulous & immediate compliance.

This issues with the approval of CEO, DJB.

Dy. Director (IT)
Delhi Jal Board, GNCTD

Dy. No. 339 dt. 12/2/26
All DDO's


(Manoj Kumar)
Director (A&P)

No. DJB/Dir(A&P)/DD(LW)/Veh./2026/D 5650

Date:-11.02.2026

Copy for kind information:-

1. PS to CEO, DJB :-
2. All Members/CVO/Addl.CEO/Secretary/All Directors
3. Incharge (EDP) – for uploading the same on DJB website.

DD (I/T.) Prgr I
&
12/02/2026


Director (A&P)